



BOARD OF DIRECTORS

Mike Safranski, President
Ed Mandich, Vice President
Glenn Acosta, Director
Matt Disston, Director
Jim Haselton, Director

GENERAL MANAGER

Don Chadd

ON TAP

Volume 17 Issue 5

May 2011

MAY IS WATER AWARENESS MONTH

TCWD'S ANNUAL OPEN HOUSE

On Saturday, May 7, 2011, the District will host its fifth annual Open House Celebration at the Trabuco Creek Wells Facility to recognize the month of May as Water Awareness Month. This year provides an opportunity for District customers to observe the benefits of the new wells facility. The event has become a fun tradition for the Trabuco Canyon community to see first hand what the District does on a daily basis and learn about how TCWD provides water.

GOVERNOR BROWN'S PROCLAMATION

On March 30, 2011, Governor Brown proclaimed an end to the State's three-year official drought. After an extremely wet winter season, and a California mountain snowpack measuring 165 percent the season average, the State of Emergency signed in June 2008 has been rescinded. In his proclamation, Governor Brown encouraged "that all Californians continue to minimize water usage and engage in water conservation efforts."

TCWD appreciates the efforts made by all of our customers to use water wisely. It is important to note the District's Conservation Ordinance Permanent Provisions remain in place as best management practices. Please feel free to visit the District website at www.tcwd.ca.gov to review the Governor's Proclamation and TCWD's Permanent Provisions.

PRESSURE REGULATORS

Water agencies' distribution systems are rated by the California Department of Public Health based

on the complexity of the system. The most complex system is considered a Distribution V; the least complex system is a Distribution I. Trabuco Canyon Water District (TCWD) is rated as a Distribution IV system. This is due to the fact that much of the service area within TCWD's boundaries is at high elevations, and severe changes in elevations exist within the system.

By necessity, this creates opportunities for very high and very low water pressures. Many of the water distribution and transmission pipelines that are in the ground have a very high pound per square inch (psi) rating, and pressure reducing valves are located throughout the system. TCWD's entire water district system is overseen by employees who maintain certification as Distribution IV operators.

Why is this important to you? Many residences throughout the District have pressure delivered to the meters at their residences which are quite high. The District is required to deliver water at a minimum of 40 psi, but in many cases the pressure at the meter can exceed 100 psi.

Most residences, particularly if they are housing development homes, are equipped with pressure reducing valves or what are commonly called regulators. This is a device that is bell shaped and is typically located below the hose bib in front of the house where the water enters the house through a pipe. These devices operate with a spring and rubber diaphragm mechanism that can wear out after a number of years.

TCWD strongly recommends that you acquire a simple water pressure gauge from a local hardware store (the cost is approximately \$10.00) and attach it to your hose bib to measure your water pressure. If the pressure exceeds 75 psi, your water pressure regulator may need to be adjusted, repaired, or replaced. Failure to do so means the copper piping inside your home may be sustaining pressures in excess of what was intended by the builder. The result can mean small pinhole leaks in the piping located in the floor slabs or walls that can result in serious water damage.

Please be reminded that TCWD is not responsible for any water once it passes through the customer's side of the meter. District staff reminds you of the importance of your pressure regulator so that you can be aware of the importance of monitoring the pressure of the water system inside your home.

CUSTOMER SERVICE QUESTIONS

Have you ever opened up your monthly bill and been a little confused about the amount you owe? Or wonder if you have made a payment after the bill was printed? These are questions best answered by speaking with a TCWD Customer Service Representative. A call or visit to our office during normal business hours can help clear up any confusion. Our Customer Service Representatives are able to explain the items on a bill, verify the last payment received, and let you know how much is due by what date.

A frequent question the Customer Service Department receives is "Why does my bill say it is past due?" Usually this is in reference to the red asterisk on the payment stub. The red asterisk is actually pre-printed on every bill. If you happen to have missed a payment before the bill was printed it will be listed in the details under past due. The asterisk prompts you to see the date at the very bottom of the bill for when the past due amount must be paid.

Another frequently asked question is "When do I need to make a payment?" All bills are due upon receipt, but must be paid by the due date above the total amount due on the payment stub, in order to avoid any penalties. Again, if you have any

questions, please feel free to contact customer service or stop by the Main Office for a visit.

ONLINE PAYMENTS

In February's issue of On Tap, there was discussion concerning online payment ability through the TCWD website. As an update, District staff are actively exploring opportunities and are close to the implementation of this convenience. It is TCWD's goal to realize this payment option in an efficient and effective manner, and most of all, with your concerns and requests in mind.

This convenient payment option is anticipated to be implemented by July 2011, and will be available once it is tested for accuracy and security. When it is finally released online, District customers will be notified. TCWD appreciates your understanding during this time as we work to continue to provide the best customer service we can.

BOARD OF DIRECTORS MEETING

The Regular Board of Directors Meeting is held on the third Wednesday of each month at 7:00 p.m. at the District's office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

BOARD MEETING HIGHLIGHTS

The Board Meeting was held on April 20, 2011, and the following items are highlights from the Meeting:

- Status update relating to Baker Regional Water Treatment Facility
- Status update relating to Rose Canyon and Lang Wells Groundwater Treatment Facility
- Status update and action relating to Storm Damage of December 2010
- Review of Procedural Guidelines and Agreement for District Services

ON TAP is published and distributed by TCWD.
We welcome your comments, suggestions and questions. Please call or write Michael Perea at
TCWD'S ON TAP
Trabuco Canyon Water District
32003 Dove Canyon Drive
Trabuco Canyon, CA 92679
(949) 858-0277 Telephone (949) 858-3025 Facsimile
www.tcwd.ca.gov